

Returning Citizens Customer Overview Page

August 2019 v1 DRAFT

Purpose:

The Overview page provides summary of customer level action items and progress related to:

- Participant Status
- Profile
- Program/Transition to Mandatory Supervised Release (MSR) LWIA
- Illinois workNet Career Plan
- Outcomes
- 30 Day Review History

The main headings and are linked to the pages where information is updated. Each action item has a status displayed to easily identify areas that need updated at the customer level.

Who Enters/Maintains Data

• Grantee/Provider staff enters contact information, reviews and updates the action items when needed. Staff verifies the information for accuracy monthly.

Access Customer Overview Page

- 1. Log into www.illinoisworknet.com.
- 2. Select My Dashboard.
- 3. Select Partner Tools.
- 4. Select Customer Support Center.
- 5. Select Groups in the top menu.
- 6. Select Returning Citizen.
- 7. Select the customer's name to access their information.
- 8. Select the Overview tab.

Shortcut Tip:

Go to the Returning Citizens Partner Guide.

Select the link for Returning Citizen Partner Tools.

Progress Accuracy Verification (30 Day Review)

Providers are required to verify the customers information is up-to-date and accurate every 30-days. An alert is initially posted to the Overview page 30-days after the customer's enrollment date. Use the Dashboard to easily find a list of customers who need to have their Overview page updated.

- 1. Review the information and update as needed.
- 2. Check the box to indicate you have reviewed and updated the information.



Returning Citizens Customer Overview Page

August 2019 v1 DRAFT

OVERVIEW Profile ken jones DOC Number ofgetofdogoting Email User Name (jones) Last 4 SSN See All CHECKLIST Active: Action filters Act												7 (agast 201	
Profile: ken jones DOC Number digitoflogotic Email User Name spines Last 4 SSN See All CHECKLIST Action Item Result Show Participation History CHECKLIST Action Item Result Status CHECKLIST Action Item Result Status CHECKLIST Action Item Result Side Complete Side Action Needed Action Needed Complete Complete Side Complete Partners Action Needed Action Needed Action Needed Action Needed Action Needed The See Contacts Side Complete Spiore Career Pathways and Training section. Not Completed Action Needed The See Contacts from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. Select View Contacts to See Complete Side Side Side Side Side Side Side Sid		Overview	Checklist	Career Plan	Case Notes	Outcomes	Assessments	Optimal	Resume	Uploads	Worksites		
DOC Number digisfologodia Email User Name kjones Last 4 SSN See All CHECKLIST Action Item Result Status 1. Identify integrated Resource Team Partners identified on this page. These contacts will receive notifications sent through the system regarding the customer. 1. Select Integrated Resource Team Contacts. 2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. PARTICIPATION STATUS IN PARENTINS II UTION Result Status Status CHECKLIST Action Item Result Status Complete 3. Complete 3. Complete Resource Team Partners Select View Partners View Partners Action Needed 4. Complete 3. Complete 3. Complete Explore Career Pathways and Training section. Not Completed Action Needed Action Needed Action Needed Action Needed Action Needed Action Needed Complete Schedule appointment with post-release LWIA Career Planner. Schedule appointment with post-release LWIA Career Plan	(OVERVIEW											
DOC Number digisfologodia Email User Name kjones Last 4 SSN See All CHECKLIST Action Item Result Status 1. Identify integrated Resource Team Partners identified on this page. These contacts will receive notifications sent through the system regarding the customer. 1. Select Integrated Resource Team Contacts. 2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. PARTICIPATION STATUS IN PARENTINS II UTION Result Status Status CHECKLIST Action Item Result Status Complete 3. Complete 3. Complete Resource Team Partners Select View Partners View Partners Action Needed 4. Complete 3. Complete 3. Complete Explore Career Pathways and Training section. Not Completed Action Needed Action Needed Action Needed Action Needed Action Needed Action Needed Complete Schedule appointment with post-release LWIA Career Planner. Schedule appointment with post-release LWIA Career Plan	-												
Complete Complete		Profile: ken j	ones		PARTICIPATION STATUS IN PARENT INSTITUTION								
Last 4 5SN See All		Email User Name kjones			Action Item Result					Status			
Last 4 SSN See All CHECKLIST Action Item Result Status 1. Identify Integrated Resource Team Partners Select These contacts will receive notifications sent through the system regarding the customer. 1. Select Integrated Resource Team Partners Select Contacts 2. Select Contacts Select Contacts 2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Identify planned services to reach goals. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Select the Resource Team Result Status 1. Select New Partners Action Needed Complete Status 1. Identify Integrated Resource Team Partners Select Pathways tools 3. Complete Information updated. 3. Complete Spince Career Pathways and Training section. Not Completed Action Needed Action Needed Action Needed Action Needed Action Needed Action Needed Select View Appointments Action Needed Actio					Active ▼ Show Par					ticipation History		Complete	
CHECKLIST Action Item Result Status 1. Identify Integrated Resource Team Partners Partner contacts are identified on this page. These contacts will receive notifications sent through the system regarding the customer. 2. Keep IDOC profile information updated. 3. Complete profile information that can be synced with IWDS. 4. Complete Explore Career Pathways and Training section. 5. Complete Do Search Preparation section. 6. Complete Transition for Release section. 7. Schedule appointment Action Needed					Save								
Add/Update Contacts and Appointments The customer's primary partner contacts are identified on this page. These contacts will receive notifications sent through the system regarding the customer. 1. Select Integrated Resource Team Partners Saviect Value Partners Action Needed 2. Keep IDOC profile information updated. Completed Complete 3. Complete profile information that can be synced with IWDS. Not Completed Action Needed 4. Complete Explore Career Pathways and Training section. Not Completed Action Needed 5. Complete Explore Career Pathways and Training section. Not Completed Action Needed 6. Complete Transition for Release section. Not Completed Action Needed 7. Schedule appointment with post-release LWIA Career Planner. View Appointments Action Needed 8. Career Pathways tools. Review assessments and write a summary. Summary Not Added Action Needed 9. Career Pathways tools. Review assessments and write a summary. Summary Not Added Action Needed 1. Review assessments and write a summary. Summary Not Added Action Needed 1. Career Pathways tools. Review assessments and write a summary. Summary Not Added Action Needed 1. Career Pathways tools. Review assessments and write a summary. Summary Not Added Action Needed 2. Set goals. Goals Added Complete 3. Complete Transition for Release section. Somewhat Action Needed 3. Select View Contacts to see the partner contacts 4. Document at least one service in IWDS. Services Not Added Action Needed 5. Document credentials in IWDS. Credentials Not Added Action Needed 6. Complete Transition for Result Status 7. Review assessments and write a summary. Summary Not Added Action Needed 8. Career Pathways tools. Action Needed 9. Action Needed Action Needed													
Add/Update Contacts and Appointments The customer's primary partner contacts are identified on this page. These contacts will receive notifications sent through the system regarding the customer. 1. Select Integrated Resource Team Contacts. 2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Action Item Result Status I. Identify integrated Resource Team Partners Salect View Partners View Partners Action Needed Complete Completed Action Needed Action Nee					CHECKLIST								
Add/Update Contacts and Appointments The customer's primary partner contacts are identified on this page. These contacts will receive notifications sent through the system regarding the customer. 1. Select Integrated Resource Team Contacts. 2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Select Size Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Select Wiew Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Select Wiew Contacts to See Contact to See the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Select Wiew Contacts to See Contact to See the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Select Size profile information updated. Complete Size profile information updated. Not Completed Action Needed Complete Size profile information updated. Complete Size profile information updated. Not Complete Size prof		Reset Password Send Message			Action Item					Result 5		Status	
Appointments The customer's primary partner contacts are identified on this page. These contacts will receive notifications sent through the system regarding the customer. 1. Select Integrated Resource Team Contacts. 2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Solve Integrated Resource Team Contacts. 2. Select View Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button.	_		_			ated Resource	Team Partners			View Partr	ners	Action Needed	
The customer's primary partner contacts are identified on this page. These contacts will receive notifications sent through the system regarding the customer. 1. Select Integrated Resource Team Contacts. 2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Vouth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact redeated to be removed, select the Remove button. Save 2. Keep IDOC profile information updated. 2. Keep IDOC profile information updated. 3. Complete profile information that can be synced with IWDS. 3. Complete Explore Career Pathways and Training section. 4. Complete Explore Career Pathways and Training section. 5. Complete Explore Career Pathways and Training section. 6. Complete Explore Career Pathways and Training section. 7. Schedule Appointment with post-release LWIA Career Planner. 8. CAREER PLAN Action Needed Acti		-		and	Select ▼								
partner contacts are identified on this page. These contacts will receive notifications sent through the system regarding the customer. 1. Select Integrated Resource Team Contacts. 2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. 2. Keep IDOC profile information updated. 3. Completed Action Needed Action Needed 4. Complete Explore Career Pathways and Training section. 3. Completed Action Needed 5. Complete Job Search Preparation section. 4. Completed Action Needed 5. Complete Job Search Preparation section. 5. Complete Job Search Preparation section. 6. Complete Job Search Preparation section. 7. Schedule appointment with post-release LWIA Career Planner. 8. Select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Identify planned services to reach goals. 4. Document at least one service in IWDS. 5. Document credentials in IWDS. 6. Complete 7. Schedule Appointment With post-release LWIA Career Planner. 8. Select View Appointments 8. Career Pathways tools. 8. Identify planned services to reach goals. 9. Services Added 9. Complete 9. Complete 9. Action Needed 9. Action Needed 9. Complete 9. Action Needed 9. Complete 9. Complete View Appointments 9. Action Needed 9. Complete 9. Services Added 9. Complete 9. Complete View Appointments 9. Action Needed 9. Complete View	-	-		0.4	Save								
These contacts will receive notifications sent through the system regarding the customer. 1. Select Integrated Resource Team Contacts. 2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Scomplete Explore Career Pathways and Training section. Not Completed Action Needed Complete Action Needed Action				Y	Keep IDOC profile information updated.					Completed		Complete	
1. Select Integrated Resource Team Contacts. 2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. 4. Complete Explore Career Pathways and Training section. Not Completed Action Needed Act					3. Complete profile information that can be synced with IWDS.					Not Completed>		Action Needed	
the system regarding the customer. 5. Complete Job Search Preparation section. 6. Complete Transition for Release section. 7. Schedule appointment with post-release LWIA Career Planner. 8. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 8. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. 5. Complete Job Search Preparation section. 6. Complete Transition for Release section. 7. Schedule appointment with post-release LWIA Career Planner. 8. Career Planner. 9. CAREER PLAN Action Needed 9. Complete 9. Complete 9. Action Needed					4. Complete Explore Career Pathways and Training section.					Not Completed		Action Needed	
1. Select Integrated Resource Team Contacts. 2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. 1. Complete Iransition for Release section. 7. Schedule appointment with post-release LWIA Career Planner. 8. Career Planner. 9. View Appointments 1. Result 9. Action Needed 9. Action Needed 9. Action Needed 9. Complete 9. Career Planner. 9. Status 1. Review assessments and write a summary. 9. Summary Not Added 9. Action Needed 9. Complete 9. Complete 9. Com	the	system r		1 1	5. Complete Job Search Preparation section.					Not Completed		Action Needed	
Resource Team Contacts. 2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Schedule Appointment A CAREER PLAN Action Item Result Status 1. Review assessments and write a summary. Summary Not Added Action Needed 2. Set goals. 3. Identify planned services to reach goals. 4. Document at least one service in IWDS. Services Added Action Needed Action Needed OUTCOME STATUS Action Item Result Status OUTCOME STATUS Action Item Result Status OUTCOME STATUS Action Item Result Status OUTCOME STATUS Action Item 1. Grantee updates customer program outcomes in IWDS. View Outcomes Action Needed 30 DAY REVIEW HISTORY	cus	stomer.			6. Complete Transition for Release section.					Not Completed		Action Needed	
Contacts. 2. Select Contact from the dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Contacts. CAREER PLAN Action Item Result Status 1. Review assessments and write a summary. Summary Not Added Action Needed Complete Goals Added Complete Action Needed Action Needed Action Needed OUTCOME STATUS Action Item Result Status 1. Grantee updates customer program outcomes in IWDS. View Outcomes Action Needed 30 DAY REVIEW HISTORY	1.		_							View App	ointments	Action Needed	
dropdown menu and then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Action Item Result Status 1. Review assessments and write a summary. Summary Not Added Action Needed Complete Services Added Complete Services Not Added Action Needed Action Needed OUTCOME STATUS Action Item Result Status Credentials Not Added Action Needed OUTCOME STATUS Action Item Result Status View Outcomes Action Needed 30 DAY REVIEW HISTORY					Schedule Appointment								
then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Action Item 1. Review assessments and write a summary. 2. Set goals. 3. Identify planned services to reach goals. 4. Document at least one service in IWDS. 5. Document credentials in IWDS. Credentials Not Added Action Needed Action Needed OUTCOME STATUS Action Item 1. Grantee updates customer program outcomes in IWDS. Action Needed Action Needed Action Needed Action Needed Action Needed Action Needed	2.				A CAREER PLAN								
partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. 2. Set goals. 3. Identify planned services to reach goals. 4. Document at least one service in IWDS. 5. Document credentials in IWDS. Credentials Not Added Action Needed OUTCOME STATUS Action Item Result Status 1. Grantee updates customer program outcomes in IWDS. View Outcomes Action Needed 3. Identify planned services to reach goals. 4. Document at least one service in IWDS. Credentials Not Added Action Needed Action Needed 3. Identify planned services to reach goals. 4. Document at least one service in IWDS. Credentials Not Added Action Needed OUTCOME STATUS Action Item 1. Grantee updates customer program outcomes in IWDS. View Outcomes Action Needed		then select Update. The list contains only partners that have been granted access to the Youth Apprenticeship & Career Pathways tools. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button.										atus	
granted access to the Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. 3. Identify planned services to reach goals. 4. Document at least one service in IWDS. 5. Document credentials in IWDS. Credentials Not Added Action Needed OUTCOME STATUS Action Item Result Status 1. Grantee updates customer program outcomes in IWDS. View Outcomes Action Needed 3. Identify planned services to reach goals. Services Added Action Needed Action Needed Action Needed													
Youth Apprenticeship & Career Pathways tools. 3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. Shelling plainted services to reach goals. 4. Document at least one service in IWDS. Services Not Added Action Needed OUTCOME STATUS Action Item Result Status 1. Grantee updates customer program outcomes in IWDS. View Outcomes Action Needed 30 DAY REVIEW HISTORY													
3. Select View Contacts to see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. 5. Document credentials in IWDS. Credentials Not Added Action Needed OUTCOME STATUS Action Item Result Status 1. Grantee updates customer program outcomes in IWDS. View Outcomes Action Needed 30 DAY REVIEW HISTORY													
see the partner contacts for the customer. If a contact needs to be removed, select the Remove button. OUTCOME STATUS Action Item Result Status 1. Grantee updates customer program outcomes in IWDS. View Outcomes 30 DAY REVIEW HISTORY	3												
contact needs to be removed, select the Remove button. Action Item 1. Grantee updates customer program outcomes in IWDS. On the Needed Status 1. Grantee updates customer program outcomes in IWDS. On the Needed Status 1. Grantee updates customer program outcomes in IWDS. On the Needed Status 1. Grantee updates customer program outcomes in IWDS. On the Needed Status 1. Grantee updates customer program outcomes in IWDS.	٥.												
removed, select the Remove button. Action item 1. Grantee updates customer program outcomes in IWDS. View Outcomes Action Needed 30 DAY REVIEW HISTORY													
Remove button. 30 DAY REVIEW HISTORY												_	
Name Email Phone Date Reviewed				,	30 DAY RE	VIEW HI	STORY						
					Name	Email	Ph	one	l	Date Revie	wed		

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration.

For more information please refer to the footer at the bottom of any webpage at illinoisworknet.com.